

Waleed Aldbaini

Jeddah

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Career Objective

I am seeking a place where I can use my skills and education to help the company meet and surpass its goal

Education

DEGREE/Certificate	INSTITUTION NAME	Year
Huawei IT PC Technical L2 support certificate (HCL2A)	Huawei tech	2021
Google IT Support Professional	Google	2020
College	Agape Community college-USA	2014-2017
ICDL	ICDL Arabia	2014
High School-Science	Almaqarizi high school, Jeddah	2013

Job Experience

Company	Job Description	DURATION
SolexPlus(Huawei Project)	PC specialist	2020 / 2021
Emaar- King Abdullah economic city	IT Helpdesk	2 Years – 2017 till 2019 march

Professional Skills:

- Microsoft office (Word,Excel,Powerpoint)
- high understanding and troubleshooting of computer systems Linux, Windows, Mac , mobile devices and other tech products
- Translation Arabic to English and English to Arabic
- Fluent in English Speaking and writing
 - Installation of operating systems such as Windows 10,Windows 8, Windows 7, XP, Vista, 2003, 2008, Mac OS X and relevant application software's Troubleshooting all Desktop, printer's problems.
- Provide a friendly and professional point of contact for employees for any queries or concerns
- follow up with the internal departments and the sub-contractors and submit/update the complaints into the system
- Training other staff members on troubleshooting and diagnosing problems
- Experienced in installing, implementing & troubleshooting of LAN and WAN

- Providing technical assistance for questions and problems
- excellent oral and written communication skills
- problem assessment and analysis
- Resolving problems with networks and other computer systems
- provided the Remote support using following software Team Viewer, VNC Server, Ammy Admin, Remote Desktop.. LMI
- Python programming language

